

**Minutes**  
**BROWN COUNTY TRANSPORTATION COORDINATING COMMITTEE**  
**Monday, June 8, 2015**  
**Green Bay Metro Transportation Center**  
**901 University Avenue**  
**Green Bay, Wisconsin**  
**10:00 a.m.**

**ROLL CALL**

|   |              |   |              |
|---|--------------|---|--------------|
| Diana Brown (N.E.W. Curative)*            | <u>x</u>     | Sandy Popp (Options for Independent Living)       | <u>x</u>     |
| Vinny Caldara (MV Transportation)         | <u>x</u>     | Cole Runge (BC Planning Commission/Green Bay MPO) | <u>x</u>     |
| Corrie Campbell (BC Board of Supervisors) | <u>Exc</u>   | Mary Schlautman (BC ADRC)                         | <u>x</u>     |
| Brandon Cooper (Oneida Nation)            | <u>_____</u> | Julie Tetzlaff (Cerebral Palsy Inc.)              | <u>x</u>     |
| Mallory Cornelius (ASPIRO)                | <u>x</u>     | Lisa Van Donsel (BC ADRC Board)                   | <u>x</u>     |
| Pat Finder-Stone (Citizen Member)         | <u>Exc</u>   | Derek Weyer (Wisconsin DOT NE Region)             | <u>Exc</u>   |
| Patty Kiewiz (Green Bay Metro)            | <u>x</u>     | Tina Whetung (Red Cross Transportation Program)   | <u>x</u>     |
| Greg Maloney (BC Human Services)          | <u>Exc</u>   | Genny Willemon (BC Human Services)                | <u>_____</u> |
| Tammy Marcelle (Citizen Member)           | <u>x</u>     | John Withbroe (Green Bay Transit Commission)      | <u>_____</u> |
| Barbara Natelle (Syble Hopp School)       | <u>_____</u> | Vacant (BC Executive Department)                  | <u>_____</u> |

**OTHERS PRESENT:** Lisa J. Conard (Brown County Planning Commission/MPO staff), Essie Fels (Paratransit Coordinator - Green Bay Metro), Christel Giesen (BC Aging and Disability Resource Center), \*Steve McCarthy for Diana Brown (N.E.W. Curative), Katie Moore (Cerebral Palsy Inc.), Betty Jo Perrault (Grandcare Nursing Home), and Jamie Sandoval (Grandcare Nursing Home).

C. Runge opened the meeting at 10:00 a.m.

**ORDER OF BUSINESS**

C. Runge introduced Tammy Marcelle and Mallory Cornelius as new members of the TCC.

T. Marcelle stated that she is a consumer of the Green Bay Metro paratransit service provided by MV Transportation, and she uses the State of Wisconsin's transportation brokerage system that is provided through MTM. T. Marcelle also indicated that she has experience training service animals.

M. Cornelius is an employment specialist at ASPIRO and is taking the place of Debbie Johnson.

1. Approval of the February 23, 2015, Transportation Coordinating Committee (TCC) meeting minutes.

A motion was made by M. Schlautman and seconded by L. Van Donsel to approve the February 23, 2015, TCC meeting minutes. Motion carried.

2. Discussion regarding the transfer of the American Red Cross - Lakeland Chapter's specialized transportation service to N.E.W. Curative Rehabilitation, Inc.

S. McCarthy and T. Whetung provided a verbal report regarding the progress of the transition of the Red Cross Transportation Program to N.E.W. Curative. In general, all is going well. N.E.W. Curative and Red Cross staffs are working closely with each other to make the July 1 transition seamless. Specific progress includes:

- N.E.W. Curative has purchased *Simpli Transport* software to provide daily dispatch and scheduling.
- Red Cross' four transportation staff members have been hired by N.E.W. Curative.
- Most of Red Cross' volunteer drivers have committed to driving for N.E.W. Curative and have undergone background checks.
- Staff orientation is occurring.
- The transfer of program vehicle titles has been approved.
- A lease for the transportation building/garage/maintenance facility has been secured.
- Phone numbers will remain the same but billing will now go to N.E.W. Curative.
- Information Technology (IT) systems are in place.
- Red Cross logos are being removed from the vehicles and temporary N.E.W. Curative magnets will be used until the vehicles can be properly branded.
- A "Plan B" is in place in the event of problems on July 1.
- An agency fare will be announced in the near future.

M. Cornelius asked if the client certification process for the program will remain the same.

T. Whetung stated yes. All of the Red Cross forms will now say N.E.W. Curative.

M. Cornelius asked if the service area will remain the same.

T. Whetung stated that it will remain the same for now. However, the goal is to expand service in the future.

S. Popp asked if the vehicles could be rented as they were years ago (but not recently).

S. McCarthy stated that N.E.W. Curative is exploring that as a possibility. It would likely require the use of a N.E.W. Curative volunteer or paid driver. The goal is to say "yes" as much as possible.

3. Discussion regarding the State of Wisconsin Legislative Audit Bureau's audit of Medical Transportation Management, Inc. (MTM)<sup>1</sup>.

C. Runge noted that the MTM audit report and the response to the audit report from the Wisconsin Department of Health Services (DHS) were issued in May.

Discussion occurred about the audit's findings, the report's recommendations, and the response from DHS.

It was the consensus of the committee that the audit is thorough, but the report's recommendations are disappointing because they do not identify actions that will likely result in MTM improving its services to clients. It was also the consensus of the committee that the DHS response is disappointing for the same reason.

The committee agreed that members of the state assembly and state senate who represent Brown County should be invited to a future TCC meeting to discuss MTM's documented performance problems and steps that can be taken to improve MTM's client services. One of the problems that the committee would like to discuss is the issue of clients being dropped by their doctors for missing appointments because MTM-hired vehicles did not arrive to transport the clients to their appointments.

The committee asked C. Runge to invite the state legislators who represent Brown County to a meeting of the TCC to discuss these issues. The committee also directed C. Runge to develop and send a letter regarding the TCC's concerns to the Legislative Audit Bureau, DHS, and the state legislators who represent Brown County.

C. Runge stated that he will work to organize this meeting and report back to the TCC. He also stated that he will develop and send this letter on behalf of the TCC.

L. Conard asked S. Popp and/or other committee members how other human service agencies and/or advocacy groups at the state level are responding to the audit's findings and recommendations.

S. Popp stated that many are contacting legislators and telling them that the audit did not go far enough to address client service problems.

4. Round robin discussion about paratransit service

T. Marcelle stated that she contacted MV on Thursday, June 4, at approximately 12:00 or 12:15 p.m. She noted that the call-taker ended the call abruptly and without addressing her concerns. S. Popp was present for the call and confirmed that this occurred.

T. Marcelle told V. Caldara that she appreciates the professionalism of the morning call-taker, but the call-taker with whom she spoke was rude.

V. Caldara stated that MV has been consistently operating at a 98.6% on-time performance rate, which exceeds the federal standard for paratransit service. He also stated that this call-

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<sup>1</sup> MTM is the private transportation broker hired by the Wisconsin Department of Human Services to coordinate Non-Emergency Medical Transportation [NEMT] services for qualifying Medicaid and BadgerCare Plus clients.

taker is new to the job and that he will talk to her again about how to appropriately handle client concerns.

L. Conard asked V. Caldara if MV completed its move to its new facility.

V. Caldara stated yes. MV is now located at 2030 Cofrin Drive in Green Bay.

E. Fels stated that Green Bay Metro will be selling paratransit tickets (both \$3.00 standard and \$15.00 agency) at the east entrance customer window at the Metro Transportation Center from 8:00 a.m. to 4:00 p.m. Monday through Friday. Clients are welcome to order tickets in advance of pick-up at [letmeride@greenbay.gov](mailto:letmeride@greenbay.gov). Tickets can also be purchased by sending a check through the mail, and Green Bay Metro will mail the tickets to the client at no additional charge (clients can also use cash upon boarding).

J. Tetzlaff stated that drop-offs and pick-ups have been going well at the CP Center.

M. Schlautman asked about paratransit certification appeals (applicants who are denied services have the right to an appeal).

P. Kiewiz stated that Metro has received no appeals recently.

ADRC staff is available to help potential paratransit clients complete and submit the paratransit certification application form.

P. Kiewiz noted that in the near future, potential clients will be able to submit their applications online.

M. Schlautman asked if Green Bay Metro will be contracting with either of the area's two Managed Care Organizations (MCOs) as part of the Family Care rollout that will happen on July 1, 2015.

P. Kiewiz stated no. MCOs will be able to purchase paratransit tickets at the published rates just like any nursing home, agency, or client.

S. Popp asked how Metro will distinguish between a standard trip (\$3.00) and an agency trip (\$15.00 as of July 1).

P. Kiewiz stated that Metro and MV have the technology to track the trip origins and destinations of each client. Metro staff will monitor this to make sure the correct fare payment type is being used. In addition, information regarding association with an MCO, the IRIS program, or any other program affiliated with Medicaid funds will be requested from each client upon applying for the program.

M. Cornelius asked if a paratransit trip taken by an ASPIRO client to work would be classified as a standard trip or an agency trip.

E. Fels stated that if the client was receiving funding (as part of their plan) for employment-related transportation, the agency rate would apply. However, if that same client was going to a movie with a friend, that trip would fall under the standard rate.

5. Other matters.

L. Von Donsel asked Metro staff for an update on the installation of the wheelchair-accessible bus shelters that were approved for Calendar Year (CY) 2015 Section 5310 funds.

P. Kiewiz stated that two have been installed on Military Avenue, one has been installed on Holmgren Way, two will be placed at Bay Park Square Mall on Oneida Street (concrete pads have been installed), and one will be placed at the intersection of 9<sup>th</sup> Street and Ashland Avenue in Green Bay.

P. Kiewiz stated that other possible locations have been identified. In many cases, agreements need to be worked out with property owners in the event the land is not part of the public right-of-way.

In early 2015, Green Bay Metro also installed a shelter at West Mason Street and Packerland Drive, but this shelter was not funded through the Section 5310 Program.

C. Runge stated that WisDOT has consistently said that Section 5310 funds that were not awarded during the CY 2015 cycle could be carried into the CY 2016 funding cycle. However, the Federal Transit Administration (FTA) recently stated that the roughly \$32,000 that was not awarded during the CY 2015 cycle will need to be spent by September 30 of this year or it will be lost. This is because the federal money used to fund the program was originally allocated in federal Fiscal Year (FY) 2013, and the allocation period for these funds will end on September 30. To ensure that these funds will not be lost, FTA worked with Green Bay Metro to expand Metro's original award for seven bus shelters to an award for twelve shelters and five concrete shelter pads.

L. Conard noted that the expanded Section 5310 project was included as part of the MPO's Mid-Year Update of the 2015-2019 Transportation Improvement Program (TIP). A 15-day public review period and a public hearing were held prior to the update being approved by the MPO Policy Board. A legal notice was also published in the newspaper, and the TCC members and other interested parties were directly notified of this update at the beginning of the 15-day review period.

L. Von Donsel stated that she would like to see the name of each TCC member's organization or affiliation on the TCC agenda Roll Call. The other TCC members agreed with this suggestion.

C. Runge stated that the agendas will be adjusted to include this information.

C. Runge stated that he will contact the TCC members regarding the date of the next TCC meeting.

6. Adjourn.

C. Runge closed the meeting at 11:15 a.m.